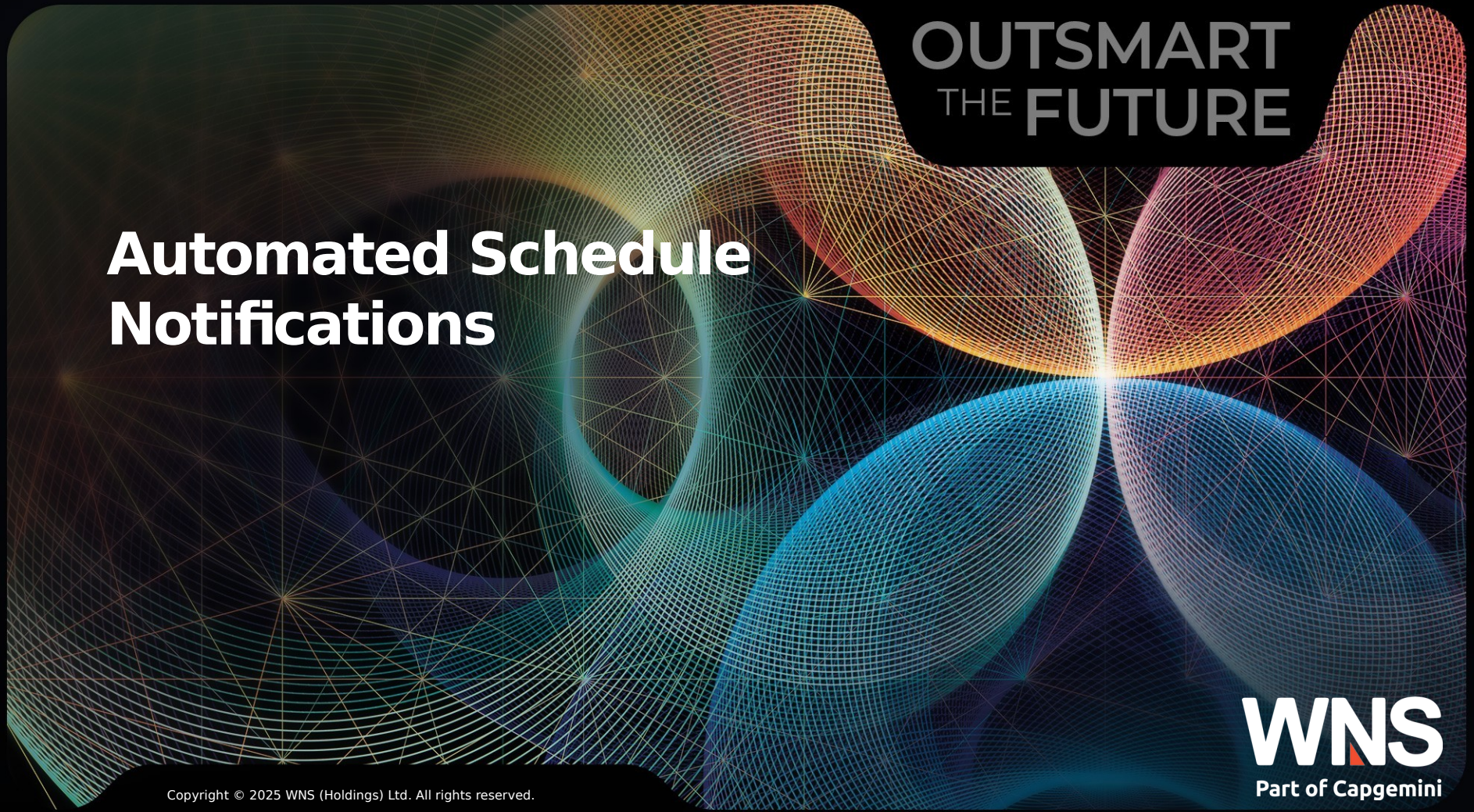

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Automated Schedule Notifications

PROJECT OVERVIEW & CONTEXT

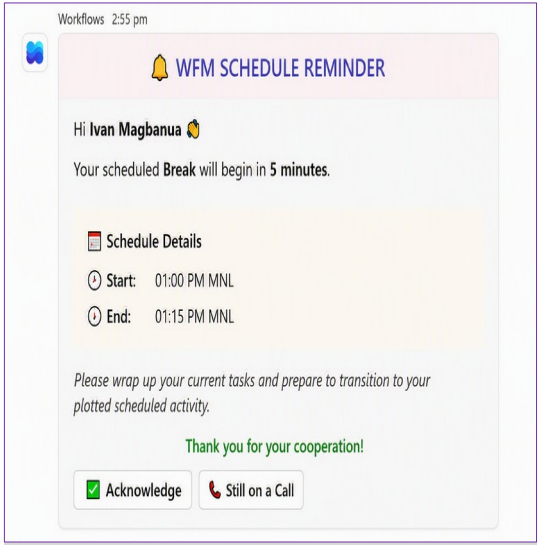
To support schedule adherence and improve operational efficiency, an **Automated Schedule Reminder Notification System** was developed using **Microsoft Teams Workflows**. The solution sends agents a reminder **5 minutes before scheduled activities**, enabling timely transitions, reducing missed schedule changes, and minimising management intervention through proactive notifications.

OBJECTIVE

- Improve agent schedule adherence through timely reminders.
- Reduce missed or delayed schedule transitions.
- increase awareness of upcoming scheduled activities.
- Support workforce management objectives and operational
- efficiency. Minimize supervisor intervention related to schedule adherence.

PROCESS FLOW

1. Agent schedules are maintained in Verint WFM.
2. Five (5) minutes before the next scheduled activity, an automated notification is triggered via MS Teams workflows.
3. The notification is delivered directly to the agent through Microsoft Teams.
4. The agent receives the reminder and prepares to transition to the scheduled activity.


Workflows 2:55 pm
WFM SCHEDULE REMINDER
Hi Ivan Magbanua
Your scheduled Break will begin in 5 minutes.
Schedule Details
Start: 01:00 PM MNL
End: 01:15 PM MNL
Please wrap up your current tasks and prepare to transition to your plotted scheduled activity.
Thank you for your cooperation!
Acknowledge
Still on a Call

REMINDER

1. Agents should **pin** the “Workflows” to their **Favorites** and keep
2. notifications enabled at all times **(Don't Mute).**
3. Agents should regularly check Webstation and MS Teams to stay informed of their assigned schedule for the day.
4. Any real-time schedule changes made by WFM will be automatically reflected in the Workflows.
5. Agents are expected to strictly follow their scheduled activities to ensure interval conformance is met.

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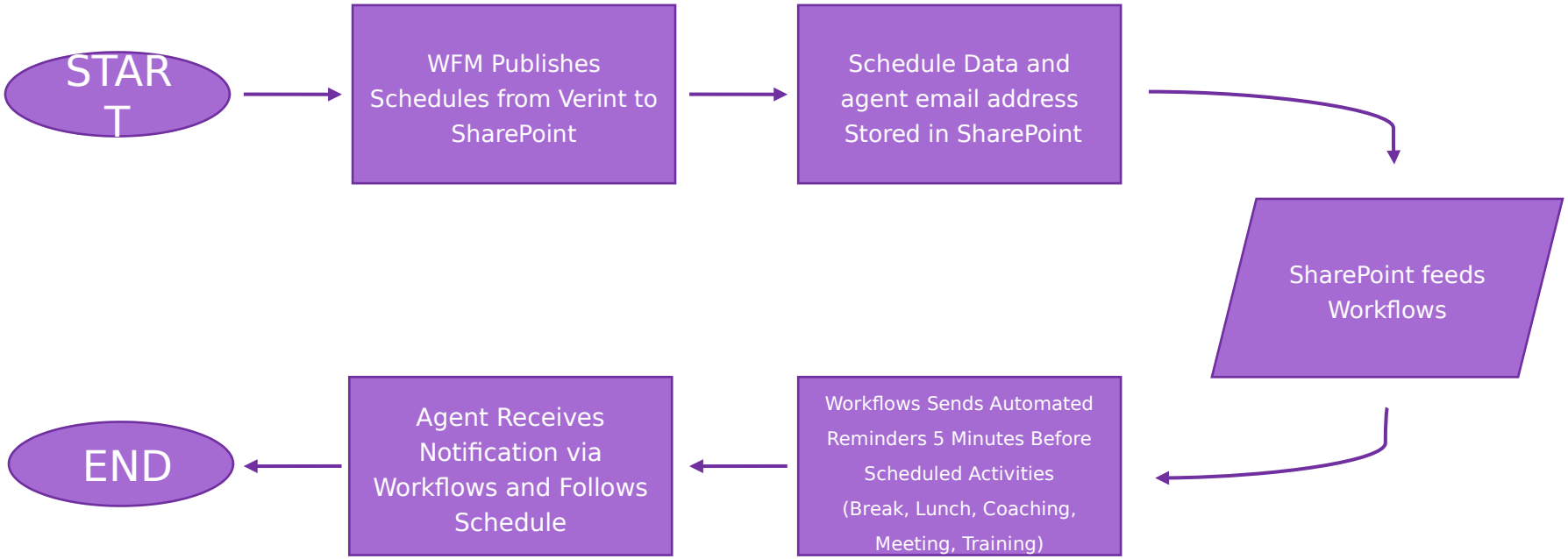
Flow Chart


START
WFM Publishes Schedules from Verint to SharePoint
Schedule Data and agent email address Stored in SharePoint
SharePoint feeds Workflows
Workflows Sends Automated Reminders 5 Minutes Before Scheduled Activities (Break, Lunch, Coaching, Meeting, Training)
Agent Receives Notification via Workflows and Follows Schedule
END

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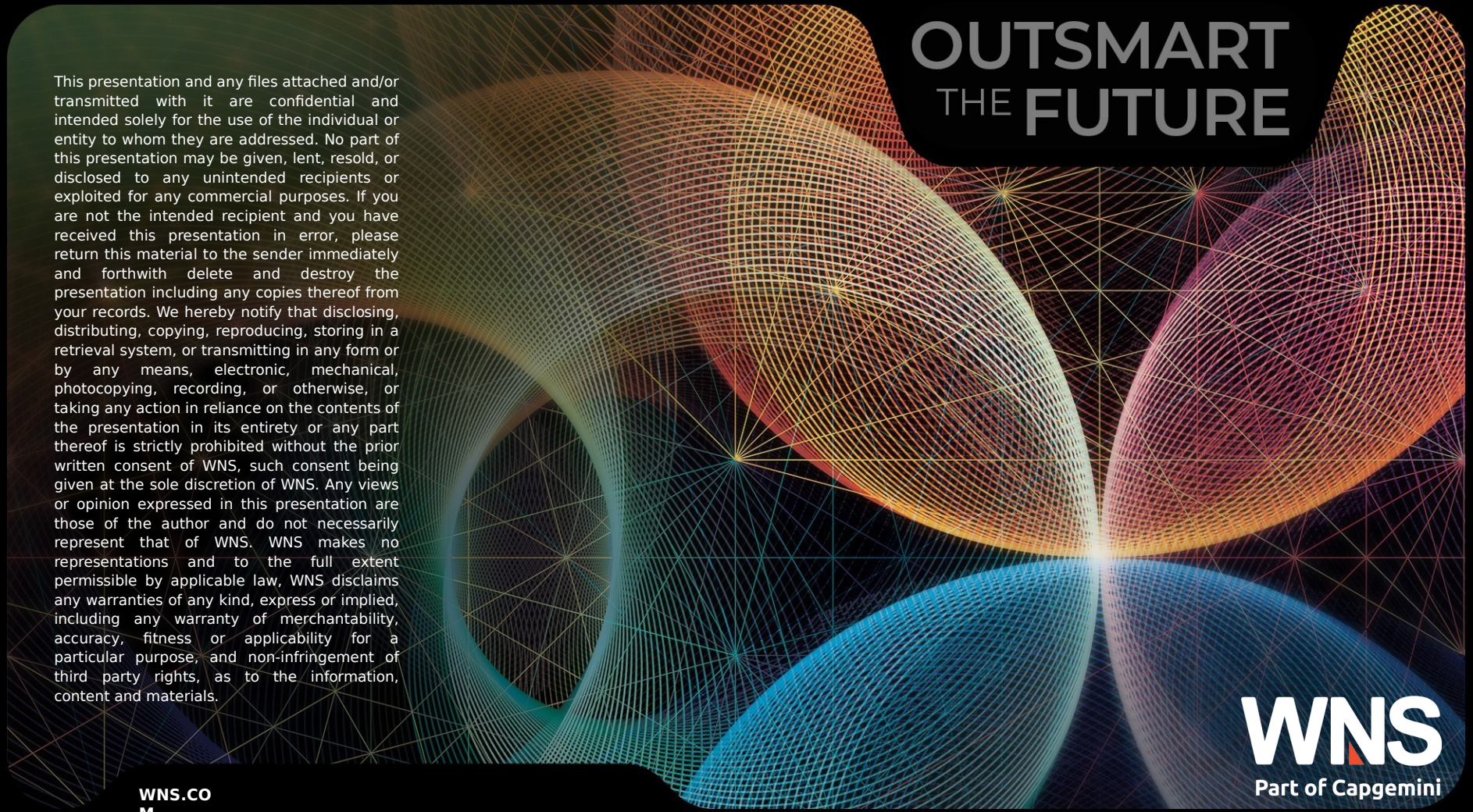

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